mimansa
RESEARCH & ADVISORY

PLAYBOOK · KEEP THEM BEFORE THEY GO

Shock Response Card



A shock can start a slow goodbye. Act within 7 days. Keep this card on your desk.

SHOCKS TO WATCH FOR

- [ ] Missed a promotion or raise
- [ ] Got a new boss
- [ ] A close friend at work quit
- [ ] A transfer was turned down
- [ ] A recruiter called them
- [ ] A big life event, like a wedding, a baby or a sick parent
- [ ] Lost a project they cared about
- [ ] Was passed over for a key task

PERSON
e.g. e.g. Meena R.

SHOCK
e.g. e.g. Missed promotion

DATE IT HAPPENED
e.g. e.g. 2 May

CHECK-IN BY
e.g. e.g. 9 May

	PART	WHAT TO SAY (EXAMPLE)
01	**Open**	"I heard about the promotion list. How are you feeling about it?"
02	**Listen**	"Tell me more. What went through your mind?"
03	**Be honest**	"I can't change the list. I can tell you what I saw, and what could help next time."
04	**Ask**	"What would help you most right now?"
05	**Close**	"Let's meet again in two weeks. My door is open before that."

ONE THING WE AGREED

Do not argue or explain it away. Listen first. Then update the risk list.

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